

Maine Department of Health and Human Services
Office of Adult Mental Health
First Quarter Crisis Report

STATEWIDE

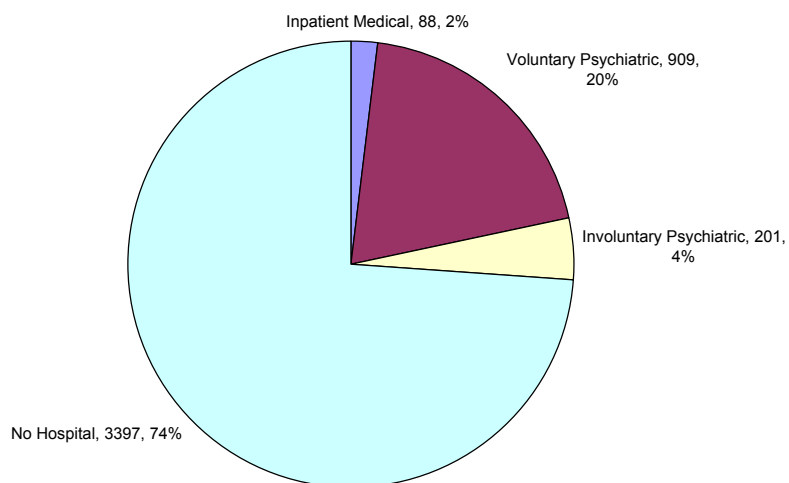
First Quarter State Fiscal Year 2010

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Males	1933	Females	2134					
Age Range	18-21	396	22-35	1359	36-60	2053	61 & Older	380	
Payment Source	MaineCare	2466	Private	683	None	691	Other	414	
Guardianship Status	Public/DHHS Guardian			71	Private Guardian			94	
II. Summary of All Crisis Contacts									
a. Total number of telephone contacts.								29573	
b. Total number of all <i>INITIAL</i> face to face contacts.								4595	
c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.								1040	
III. Initial Crisis Contact Information									
a. Total number/percentage of <i>INITIAL</i> face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.								408	9%
b. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).								1279	28%
c. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.								1212	95%
d. SUM TOTAL/Average time in minutes for all <i>INITIAL</i> face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.								153565	33.4
e. Number/percentage of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2515	94%
f. Number/percentage of <i>INITIAL</i> face to face contacts <i>NOT</i> in Emergency Department with final disposition made within 8 hours of that contact.								1842	96%
IV. Site of Initial Face to Face Contacts									
Number / percentage of face to face contacts seen in :									
a. Primary Residence (Home)								459	10%
b. Family/Relative/Other Residence								17	0%
c. Other Community Setting (Work, School, Police Dept., Public Place)								92	2%
d. SNF, Nursing Home, Boarding Home								33	1%
e. Residential Program (Congregate Community Residence, Apartment Program)								35	1%
f. Homeless Shelter								8	0%
g. Provider Office								106	2%
h. Crisis Office								900	20%
i. Emergency Department								2679	58%
j. Other Hospital Location								161	4%
k. Incarcerated (Local Jail, State Prison)								105	2%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)						Sec. IV Total		4595	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
Number / percentage of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up								256	6%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up								987	21%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up								1388	30%
d. Admission to Crisis Stabilization Unit								710	15%
e. Inpatient Hospitalization-Medical								88	2%
f. Voluntary Psychiatric Hospitalization								909	20%
g. Involuntary Psychiatric Hospitalization								201	4%
h. Admission to Detox Unit								56	1%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)						Sec. V Total		4595	100%
11/20/2009 prepared by R. Jerrold Melville, LMSW, MPA									

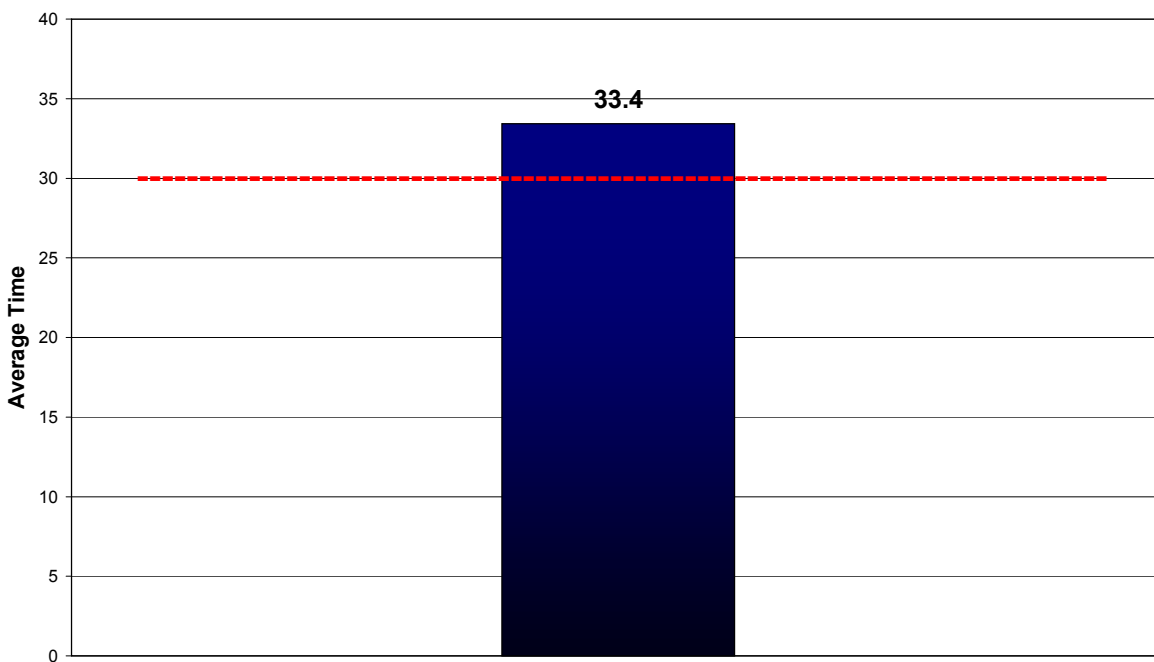
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AMHI CONSENT DECREE REPORT		
IV.35	24%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	33.4 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV. 37	95%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	95%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

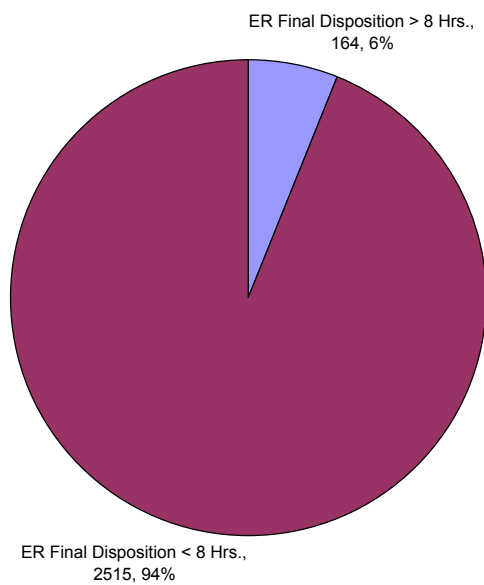
Initial Contacts Hospitalized



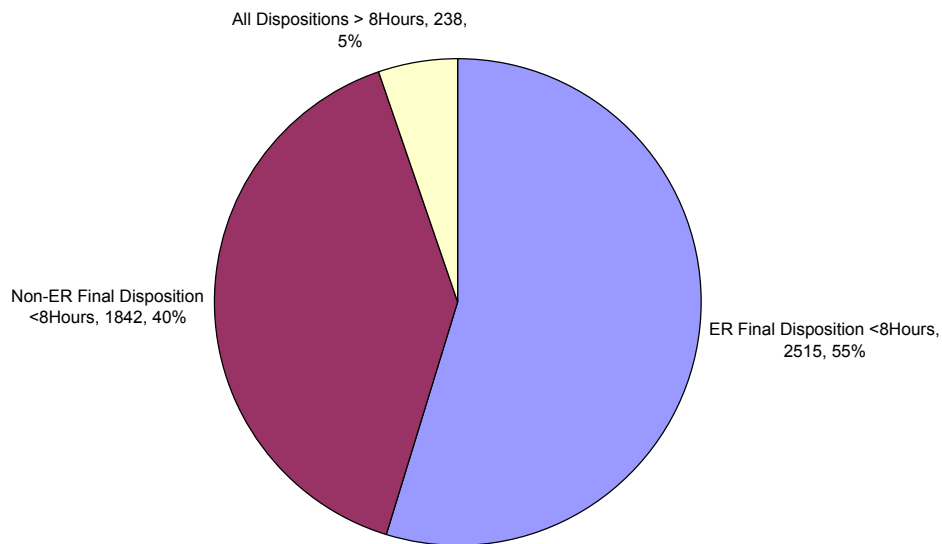
Average Time From Need Determination To Initial Face to Face Contact



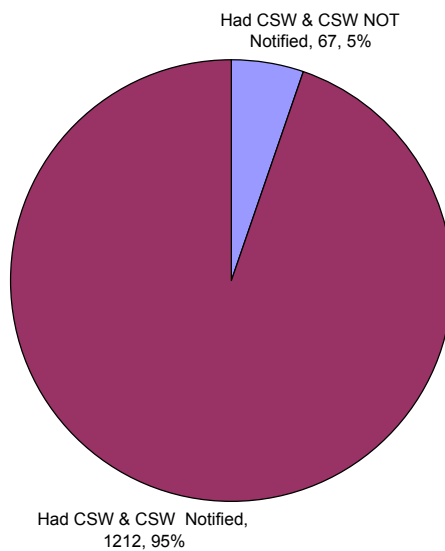
Emergency Room Disposition Within 8 Hours



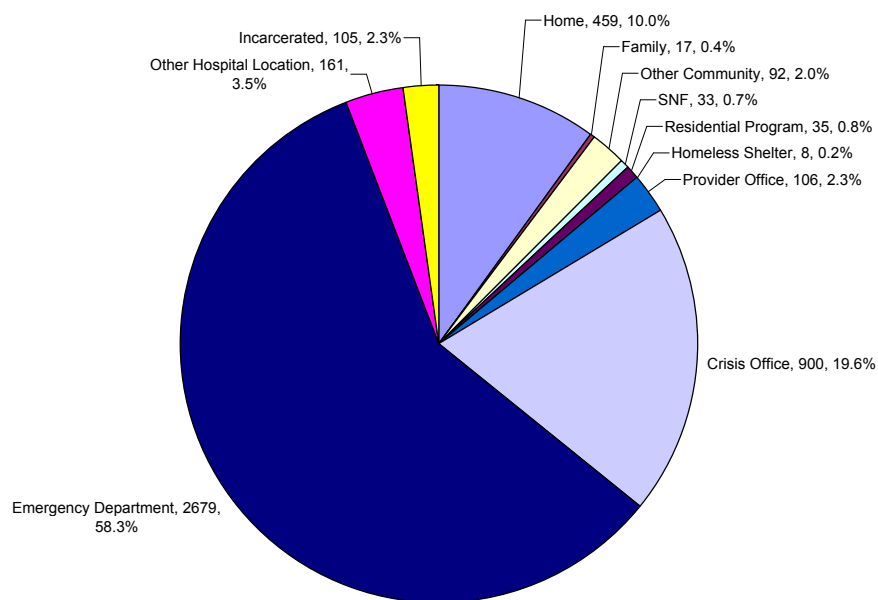
Dispositions Within 8 Hours By Site



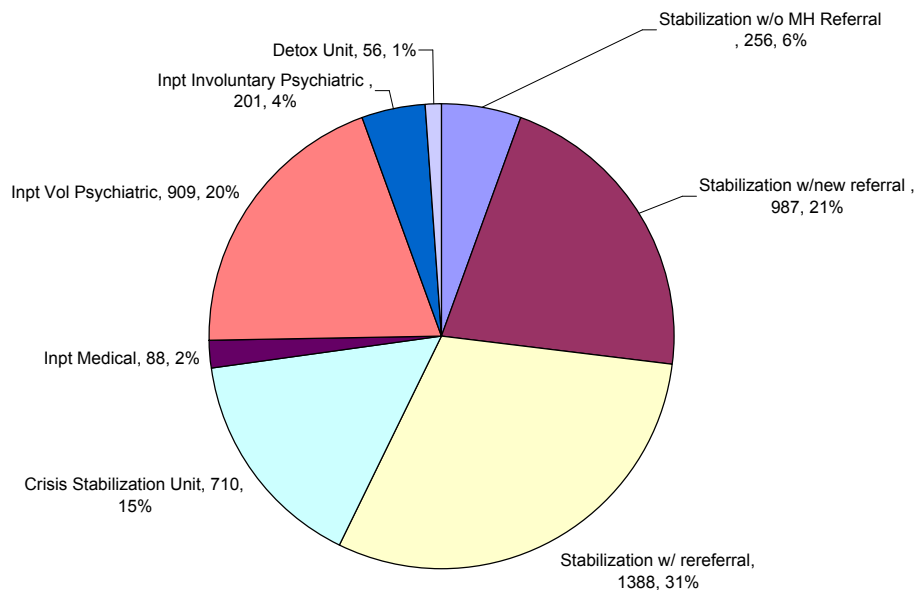
Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



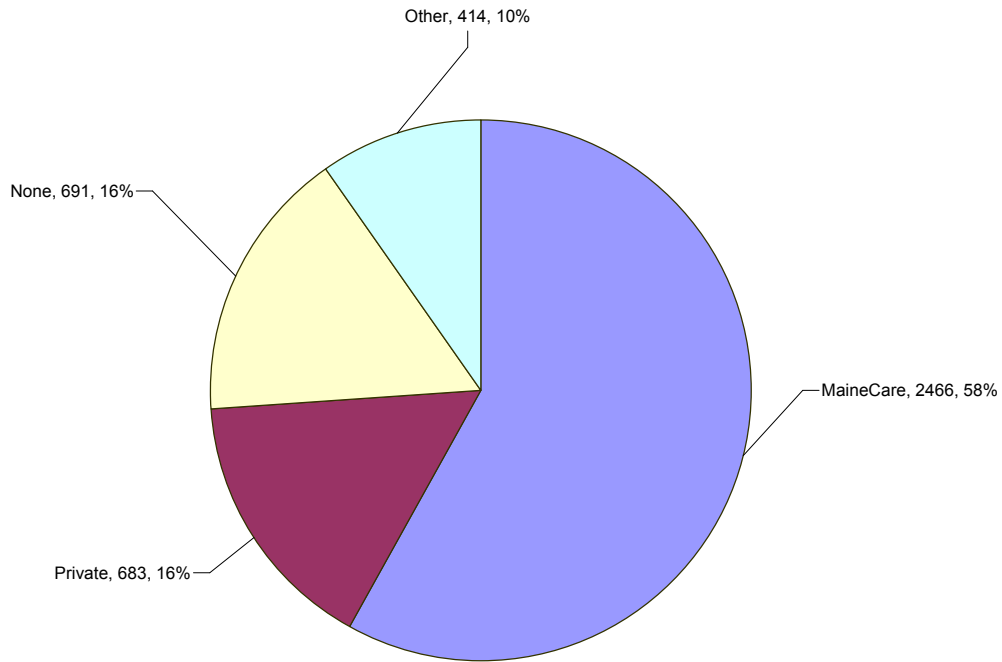
Site of Initial Face to Face Contact



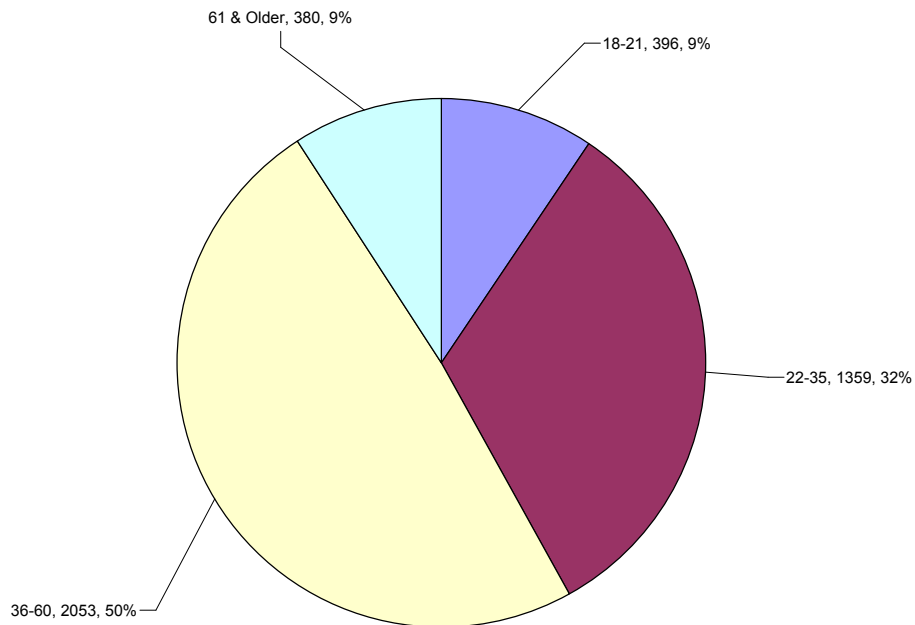
Initial Crisis Resolution



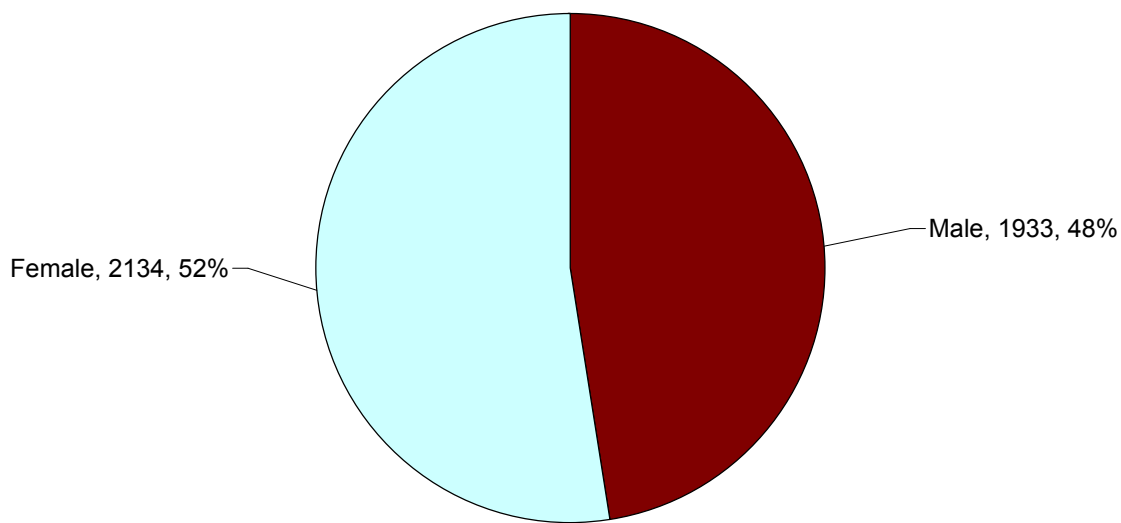
Percentage of Adults Served By Payment Source



Percentage of Adults Served By Age Cohort



Percentage of Adults Served By Gender



Face to Face Contacts Characteristics

